

City of Albuquerque Public Service University

A Corporate University

"Promoting Excellence in Public Service through Life Long Learning"

"We are One City, One Team, whose decisions and actions result in enriched services inspiring public confidence."

Concept and Business Plan Summary



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OUR PROMISE TO THE COMMUNITY

We are One City, One Team, whose decisions and actions result in enriched services inspiring public confidence.

OUR VISION

Public Service is viewed as a positive career choice in the eyes of the public and employees. Learning strategies are a key performance indicator in organizational and community planning and outcomes.

OUR MISSON

To continuously build and drive a learning organization system that instills excellence in employees, organizational and community behaviors, image, and results. This is achieved through the use of strategic blended learning delivery systems that support the attainment of prescribed organizational and community based goals. All learning



"One City, One Team"

Integrity Excellence Service

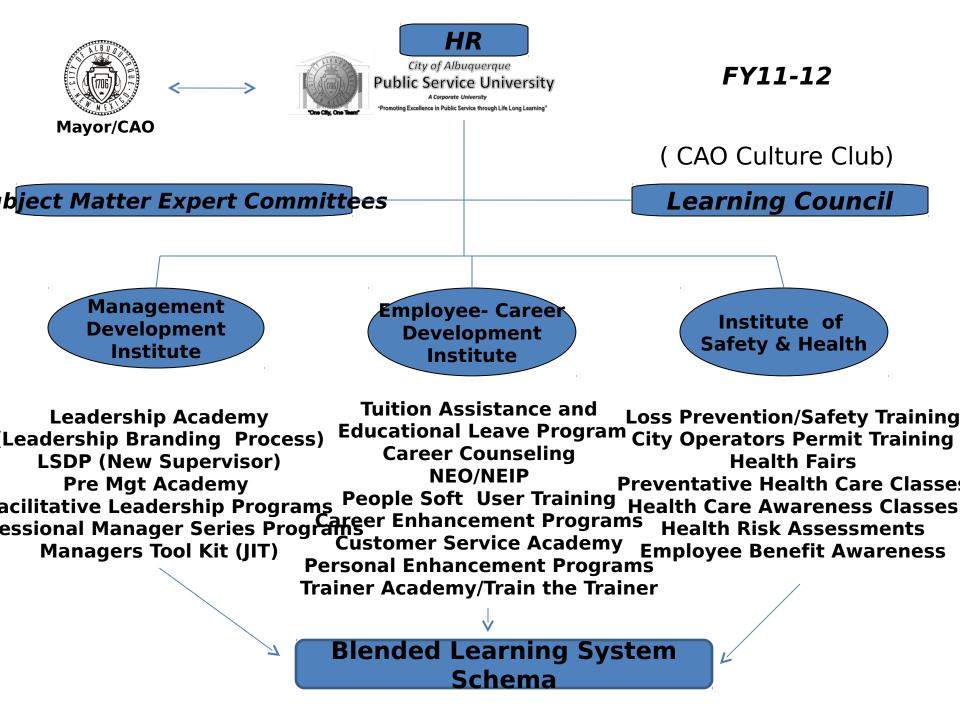
COA PUBLIC SERVICE UNIVERSITY

Mayor/CAO - HRD - Training Division - Learning Council -

OHI Le ind Well Administration Infrastructure Health **Economic Development** Community Outreach Building Ø Capital Safety Community **Public Public Public** Human

Core Values

Respect Professionalism Knowledge Modeling Improvement
Accountability Transparency Courage Exceeding Expectation









FY11-12

Mayor/CAO

The HR Training Division is the administrative body that directs and manages the deployment of the Public Service University Strategic Plan. The Training Division Director manages and directs Public Service University as a business function.



Subject Matter Expert Committees

Learning Council

Management Development Institute Employee- Career
Development
Institute

Institute of Safety & Health

Definition of "Institute": an **organization with specialized goals;** an organization for promoting something such as art, science, or the well-being of a group; **place for advanced study,** an educational institution, especially one concerned with technical subjects.

Blended Learning System
Schema



FY11



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Director
Public
Service
University

Classified E-19

Organization al Learning Consultant

Classified E-17

Organization al Learning Analyst II

Classified E-15 (FY12)

Organization al Learning Analyst I

lassified E-13 (FY12)









City of Albuquerque Public Service University ting Excellence in Public Service through Life Long Learning"

Learning Council

Subject Matter Expert Committees

The subject matter expert committees (SMEC) consist of the subject matter experts (SME) within each learning branch. The provide the expertise and delivery for specific fields of study. Typical membership consist of mostly internal City leadership and technical experts who also serve as adjunct instructors in all learning environments. Content and technical experts outside the organization can be assigned.

The Learning Council (LC) is the executive advisory body of Public Service University. The LC provides guidance that affect the University's direction and long-range guidance for learning development. The LC will develop and recommend a strategic plan to PSU and revisit the plan on an annual basis.

The LC is co-chaired by the CAO and the Director of Human Resources. It is the responsibility of the co-chairs to select and appoint the council members The term of each appointments is at the discretion of the co-chairs. All appointments must be endorsed by the CAO. Appointments to the LC will ensure a broad representation of Employee- Career functions from all City departments, crucial & edusational community and the community at large.

Management **Development** Institute

Development Institute

Definition of "Institute": an **organization with specialized goals**; an organization for promoting something such as art, science, or the well-being of a group; place for advanced **study,** an educational institution, especially one concerned with technical subjects.

Blended Learning System



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Blended Learning System Schema

Learning Content Manageme nt System



Learning Manageme nt System



HR E-File





Talent
Manageme
nt
System



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Blended Learning System Development Schema

Iss ue Learnin g Needs Analysi

Determi ne Learnin g Needs

Identify Parallel Processe Establish Learning System Requiremen ts

- ·Outcomes ·KSA's
- Resources
- ·Time
- Change Profile

Identify
Learning
System
Delivery
Methodolo

- ·Classroom ·On-Line
- · CBT
- Distance
- ·Blended
- · Coaching
- Mentoring
- · Job Aids
- Social Media

Followup

Measure

Deploy

Design

Identify Learning System Metrics



Phase One FY11 November 10 - January 11

Phase Two FY11

February -June 2011

- Transfer /Move Staff
- Clean Offices and Training Rooms
- Inventory physical assets at Plaza
- Assessment of current training scheduling system (TMS and People Soft)
- Strategic Plan Development
- Develop Learning System Development Schema
- Develop Curriculum development guidelines and matrix
- Develop short term business plan
 - Staffing
 - Operating Budget
 - Technology
 - Labs
 - LMS/ LCMS / online development tools
 - Staff computers/scanners/copier/printer
 - Onsite computer labs
 - Supplies
 - Curriculum selection
 - Learning Calendar
 - Offices and training rooms
 - FY 12 budget process
- Train / Develop staff
- Prep Offices and Classrooms
- Website / Share Point Site
- Curriculum Development Planning:
 - City Mandatory New Supervisor Training (40 Hours)
 - City New Employee Integration Program (NEO)
 - Trainer Academy Train the Trainer
 - People Soft technology user training
 - Leadership Branding Process (One City-One Team)



"Promoting Excellence in Public Service through Life Long Learning"

- **Acquire / Train on LCMS Tools**
- **Select and Acquire Hosted LMS for** short term needs
- **Deploy select learning programs**
- **Deploy short term marketing plan Develop FY12 business plan**
- **Social Media Platforms**
- February -June 2011 **Charter Learning Council and Subject Matter Expert Committees**
 - Research and Recommend Talent Management System
 - Launch New NEIP (NEO) Phase 1 / New Supervisors

Training / Train the **Trainer/ Trainer Academy**

SWMD: Learning System 5 year plan / Leadership **Branding / Employee**

Profoosalce Lavaluation & Messer Pensions Plan Representation of the property of the property

- Leadership Academy (Leadership Branding)
- **Professional Mgt Development Series**
- **Facilitative Leadership Programs**
- **Customer Service Academy**
- **HR** professional series
- HR Workplace Series (EEO/Harassment Avoidance ,etc.)
- **Health and Wellness**
- Risk Management (Injury Avoidance/ Workplace Safety)
- Revisit current LCMS / LMS scenario

Phase Two FY11

Phase Three FY12

July 2011 - Jan 2012



Cost Estimates FY 11 - 12

LCMS Software: (FY 11)

Estimated Resource Cost

FY11

40K - 50K

FY12

60 K - 70 K

- Articulate Suite (2) \$ 3000.00
- Adobe E-learning Suite \$ 2000.00

Misc - \$ 1500.00

Short Term LMS Hosted implementation cost for

- 7K to 40K a year plus one time

targeted population (Managers

/Supervisors / New

Employees)

Curriculum / Content Resources: FY 11 (20 K) FY 12 (30

K)

Technology / Computers: FY 11 (TBD) FY 12 (5 K)

Supplies: TBD Not Included: salaries (loaded), current contracted office machinery



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